

2021

Gas Performance Reporting Datasheets - Distribution Indicators

Retailer: Wesfarmers Kleenheat Gas Pty Ltd

Reporting period: 2020-2021

Customers and Customer Connections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
D 1	Total number of new connections provided	22		15 Oyster Harbour, 6 Rapids Landing, 1 Riverslea
D 2	Total number of new connections that were not provided on or before the agreed date	0		
D 3	Percentage of new connections that were not provided on or before the agreed date		0.00%	
D 4	Total number of reconnections provided	0		
D 5	Total number of reconnections that were not provided within the prescribed timeframe	0		
D 6	Percentage of reconnections that were not provided within the prescribed timeframe		0.00%	
D 7	Total number of connections on the distribution system(s)	1176		"Leinster 337, Rapids 191, Riverslea 403, Oyster Harbour 245. Review of Leinster records identified inaccuracies - multiple duplexes previously counted as 1 connection, multiple out of service connections which were not included as connections."

Kleenheat

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Gas Consumption

Indicator No.	Description	Basis of Reporting	Comments
		Number	
D 8	Gas consumption - residential connections (GJ)	8514.0	
D 9	Gas consumption - non-residential connections (GJ)	99.0	Rapids Landing Primary School
D 10	Unaccounted for gas (GJ)	682.0	



Leaks			
Indicator No.	Description	Basis of Reporting	
		Number	Percentage
D 11	Number of leak repairs to HP, MP and LP mains	REFER TABLE 1	
D 12	Number of leak repairs to HP, MP and LP connections	REFER TABLE 1	
D 13	Number of leak repairs to HP, MP and LP meters	REFER TABLE 1	

Table 1 - Number of Leak Repairs				
	No. of Leak repairs			Comments
	Low Pressure	Medium Pressure	High Pressure	
Mains		0		
Connections		8		
Meters		4		
Totals	0	12	0	



Network Reliability

Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
D 14	Number of customer connections that have been interrupted for more than 12 hours continuously during the reporting year	0		
D 15	Number of customer connections that have been affected by 5 or more unplanned interruptions during the reporting year	0		
D 16	The average percentage of time that gas has been supplied to customer premises during the reporting year		99.999	Percentage reflects time taken to implement the 12 leak repairs



Complaints				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
D 18	Number of the complaints that relate to administrative process or customer service complaints	0		
D 19	Number of other complaints	0		
D 20	Number of connection and augmentation complaints	0		
D 21	Number of reliability of supply complaints	0		
D 22	Number of quality of supply complaints	0		
D 23	Number of network charges and costs complaints	0		
D 24	Number of complaints from customers concluded within 15 business days	0		
D 25	Percentage of complaints from customers concluded within 15 business days		0%	
D 26	Number of complaints from customers concluded within 20 business days	0		
D 27	Percentage of complaints from customers concluded within 20 business days		0%	



Call Centre Performance

Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
D 28	Total number of telephone calls to a call centre of the distributor	195,480		NG = 114541; LPG = 80,939
D 29	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	164,659		NG = 89,340; LPG = 75,319
D 30	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		84.2%	
D 31	Average duration (in seconds) before a call is answered by a call centre operator	19.0		NG = 27; LPG = 7
D 32	Total number of the calls that are unanswered	2929		NG = 1,869; LPG = 1,060
D 33	Percentage of the calls that are unanswered		1.5%	



Distribution Mains Installed and In Service

	Length of in-service distribution mains by operating pressure (km)			Comments
	Low Pressure	Medium Pressure	High Pressure	
Cast Iron				
Unprotected Steel				
Protected Steel				
PVC		8.9		No change
Polyethylene (PE)		33.4		No change
Other				
Totals	0.0	42.3	0.0	No change
Number of service connections per km of gas mains		27.8		

